UNITED STATES PATENT AND TRADEMARK OFFICE

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10/815,534	03/31/2004	Sarah H. Kiefhaber	4366-140	3473

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SHERIDAN ROSS P.C.
1560 BROADWAY, SUITE 1200
DENVER, CO 80202

EXAMINER
NGUYEN, KHAI N

ART UNIT	PAPER NUMBER
2609	

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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

	Application No.	Applicant(s)
Office Action Summary	10/815,534	KIEFHABER ET AL.
	Examiner	Art Unit	
	Khai N. Nguyen	2609	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE <u>3</u> MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.
- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
  Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on <u>31 March 2004</u>.

2a)☐ This action is **FINAL**.   2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) <u>1-38</u> is/are pending in the application.

    4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) <u>1-38</u> is/are rejected.

7)☒ Claim(s) <u>27</u> is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☒ The drawing(s) filed on <u>31 March, 2004</u> is/are: a)☐ accepted or b)☒ objected to by the Examiner.

    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

    a)☐ All   b)☐ Some * c)☐ None of:

      1.☐ Certified copies of the priority documents have been received.

      2.☐ Certified copies of the priority documents have been received in Application No. _____.

      3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)

2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)

3) ☒ Information Disclosure Statement(s) (PTO/SB/08)
   Paper No(s)/Mail Date <u>See Continuation Sheet</u>.

4) ☐ Interview Summary (PTO-413)
   Paper No(s)/Mail Date. _____.

5) ☐ Notice of Informal Patent Application

6) ☐ Other: _____.

Continuation of Attachment(s) 3). Information Disclosure Statement(s) (PTO/SB/08), Paper No(s)/Mail Date :07/10/2007, 02/28/2007, 06/22/2004, 05/24/2004.

DETAILED ACTION

Information Disclosure Statement

1.   The information disclosure statements (IDS) submitted on July 10, 2007,

February 28, 2007, June 22, 2004 and May 24, 2004 were filed after the filing date of

the instant application on March 31, 2004. The submission is in compliance with the

provisions of 37 CFR 1.97. Accordingly, the IDSs are being considered by the

examiner, and the preliminary result about these patents, patent publications and non

patent literature documents (about 214 patents/publications and 33 NPL documents)

showed that a number of these documents are interesting but irrelevant subjects or

completely not pertinent to the claims in this instant application (e.g., in IDS filed

February 28, 2007, document numbers 2003-0144959 is a U.S. patent publication about

password to access storage devices, etc.,).

Drawings

1.   The drawings are objected to because Fig. 2 block number 232 has a wrong

label, the word "Determing" should be changed to "Determining". Corrected drawing

sheets in compliance with 37 CFR 1.121(d) are required in reply to the Office action to

avoid abandonment of the application. Any amended replacement drawing sheet should

include all of the figures appearing on the immediate prior version of the sheet, even if

only one figure is being amended. The figure or figure number of an amended drawing

should not be labeled as "amended." If a drawing figure is to be canceled, the

appropriate figure must be removed from the replacement sheet, and where necessary,

the remaining figures must be renumbered and appropriate changes made to the brief

description of the several views of the drawings for consistency. Additional replacement

sheets may be necessary to show the renumbering of the remaining figures. Each

drawing sheet submitted after the filing date of an application must be labeled in the top

margin as either "Replacement Sheet" or "New Sheet" pursuant to 37 CFR 1.121(d). If

the changes are not accepted by the examiner, the applicant will be notified and

informed of any required corrective action in the next Office action. The objection to the

drawings will not be held in abeyance.

Abstract

2.   Applicant is reminded of the proper language and format for an abstract of the
disclosure.

        The abstract should be in narrative form and generally limited to a single
paragraph on a separate sheet within the range of 50 to 150 words. It is important that
the abstract not exceed 150 words in length since the space provided for the abstract
on the computer tape used by the printer is limited. The form and legal phraseology
often used in patent claims, such as "means" and "said," should be avoided. The
abstract should describe the disclosure sufficiently to assist readers in deciding whether
there is a need for consulting the full patent text for details.

        The language should be clear and concise and should not repeat information
given in the title. It should avoid using phrases which can be implied, such as, "The
disclosure concerns," "The disclosure defined by this invention," "The disclosure
describes," etc.

        Applicant 's abstract is included the reference numbers of the drawing and that

does not comply with the guidelines MPEP 601.01(b) (i.e., Extensive mechanical and

design details of apparatus should not be given). The abstract also contained form and

legal phraseology often used in patent claims (the word "comprising").

Title

3.   The title of the invention is not descriptive. A new title is required that is clearly

indicative of the invention to which the claims are directed.

The following title is suggested: Method and system for tracking service

transactions in a contact center.

Claim Objections

4.   Claim 27 is objected to because of the following informalities: In (i), the word

"toanother" should be changed to "to another". Appropriate correction is required.

Claim Rejections - 35 USC § 102

5.   The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that

form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

6.   Claims 1-10, 12-24, and 26-38 are rejected under 35 U.S.C. 102(e) as being

anticipated by Hodson et al. (U.S. Pub. 2005/0021529 A1).

        Regarding claims 1, 12, and 16, Hodson et al. teach the methods and a logic

circuit (**Fig. 1 – 10, i.e., tracking and reporting system, paragraph [0010] – lines 1-2**)

operable to perform the steps for operating a contact center, the contact center

including a plurality of agents to service a plurality of contacts (**Fig. 1 – 12-14, i.e.,**

clients "contacts", Fig. 1 – 20-22, i.e., agents) comprising:

        (a) tracking, for a set of the plurality of agents over a selected time period (**Fig. 1**

– 52, i.e., available agents list, paragraph [0026] – lines 3-5), a number of contacts

serviced by the set of agents that are and/or are not related to one or more other

contacts serviced by the plurality of agents (**Fig. 1 – 58, i.e., transaction "contacts"**

list, paragraph [0022] – lines 3-5); and

        (b) maintaining, for the set of agents, an indicator indicating at least one of (i) a

number of contacts, serviced by the set of agents during the selected time period, that

are not related to one or more other contacts serviced by one or more of the plurality of

agents and (**Fig. 1 – 58, i.e., transaction "contacts" list, paragraph [0022] – lines 5-**

7, i.e., identifier of client "contact" and the agent handling the transaction

"contact serviced") (ii) a number of contacts, serviced by the set of agents during the

selected time period, that are related to one or more other contacts serviced by the

plurality of agents (**Fig. 1 – 58, i.e., transaction "contacts" list, paragraph [0022] –**

lines 5-7, i.e., identifier " Re" for transactions with the same clients "contacts that are related" – Fig. 1 – 12-14, i.e., clients "contacts").

Regarding claims 2, and 17, Hodson et al. teach the method further comprising:

(c) when a first and/or second contact of a first customer is serviced by the set of agents/an agent, receiving from the servicing agent a subject matter identifier indicating a purpose of the serviced contact or first contact (**paragraph [0040] – lines 3-5, i.e., servicing agents 20-22 provide contact "transaction" identification**); and

(d) when a later second/third contact is received from the first customer, comparing a second subject matter identifier associated with the second/third contact with the first subject matter identifier to determine whether the first and/or second and third contacts are related (**paragraph [0040] – lines 5-8, i.e., subject matter identifier "Re" is used to identify contacts are related**).

Regarding claims 3, 18 and 32, Hodson et al. teach the contact center and the method wherein, when the first and second identifiers are similar, the first and/or second and third contacts are deemed to be related (**Fig. 1 – 12-14 (clients) - paragraph [0024], i.e., similar identifier for first, second and third (client 12 = first, client 13 = second, client 14 = third) for previously transactions (contacts) and new transactions (contacts) are deemed to be related and may assign to the same, previously assigned agents**).

Regarding claims 4, 19 and 33, Hodson et al. teach the contact center and the

method wherein, when two contacts are received from the same customer during a

predetermined period of time, the two contacts are deemed to be related (**paragraph**

[0040] –lines 10-13, i.e., contact on a first subject and upon completion changes

the subject to address a second subject from the same customer).

Regarding claims 5, 20 and 34, Hodson et al. teach the contact center and the

method further comprising:.

monitoring a set of communications between a servicing agent in the set of

agents and a customer during servicing of a contact (**Fig. 1 – 42 transaction (contact)**

processor - paragraph [0031] – lines 1-3, i.e., identify and track interchanges

between customers and agents); and

based on the set of communications, determining that the contact is related to

another contact or a previous contact from the same customer (**paragraph [0024] –**

lines 2-3, i.e., identifiers in transaction (contact) list indicated customer are

previously served), paragraph [0040] – lines 3-8, i.e., identifier "Re" to

differentiate among transactions (contacts) with the same customer "client").

Regarding claims 6, 21 and 35, Hodson et al. teach the contact center and the

method wherein the monitoring step comprises:

analyzing the set of communications for at least one selected word and wherein

in the determining step, the presence of the at least one selected word means that the

contact is related to another contact or the previous contact (**paragraph [0033] – lines 12-15, i.e., voice recognition to determine the word content, and paragraph [0040] – lines 9-13, i.e., word content is used to differentiate the contacts (related to another contact or previous contact))**.

Regarding claim 7, Hodson et al. teach the method wherein each agent in the set has a corresponding indicator and further comprising:

(c) receiving a contact to be serviced by one of the plurality of agents (**paragraph [0021] – lines 1-4, i.e., a message to be transmitted from client's terminal (receiving a contact))**;

(d) retrieving agent profiles for the set of agents (**paragraph [0021] – lines 8-12, i.e., identifies and selects an agent (retrieving agent profiles))**; and

(e) assigning one of the set of agents to service the contact based, at least in part, on a comparison of the indicators corresponding to the agents in the set (**Fig. 1 – 50 agent selection application - paragraph [0021] – lines 8-12, i.e., processes the messages (contacts) and identifies and selects an agent to handle the message (contact))**.

Regarding claims 8, 23 and 37, Hodson et al. teach the method and the contact center wherein the indicator indicates a number of contacts, serviced by the set of agents/or by the corresponding agent during the selected time period, that are not related to another contact/or to previous contact serviced by one or more of the plurality

of agents (**paragraph 0023] – lines 1-7, i.e., different subject matter transactions (contact that are not related to another contact/or to previous contact) may be assigned to different agents**).

Regarding claims 9, 24 and 38, Hodson et al. teach the method and the contact center 9. The method of claim 1, wherein the indicator indicates a number of contacts, serviced by the set of agents/or by the corresponding agent during the selected time period, that are related to another contact/or to a previous contact serviced by one or more of the plurality of agents (**paragraph [0024] – lines 1-6, i.e., new transactions (contacts) that are related to another contact or previous contact (already being served by previously assigned agents)**).

Regarding claim 10, Hodson et al. teach the method wherein the set of agents comprises one or more agents in the plurality of agents (Fig. 1 – 20-22 (three agents)), wherein the related contact is a prior contact (**Fig. 1 –58 transactions list – paragraph [0022] – lines 7-10, i.e., subject matter identifier (e.g., the "Re" line in e-mail) is used to differentiate among transactions with the same customer (related contact "transaction" is a prior contact)**), and wherein the membership of the set of agents is defined by skill (**Fig. 1 – 52 (AAL) Available Agents List – paragraph [0026] – lines 3-5, and paragraph [0047] – lines 11-14, i.e., successful and less successful agents**).

Regarding claims 13 and 26, Hodson et al. teach a logic circuit and a method for servicing contacts in a contact center, comprising:

(a) at least one of receiving a first contact from and initiating a second contact with a first customer (**Fig. 1 – 42 (TP) Transaction "Contact" Processor – paragraph [0031] – lines 1-3), i.e., interchanges between client 12 (first customer) and agent);**

(b) determining whether the first and/or second contact is related to another contact with the first customer (**Fig. 1 – 58 (TL) Transactions "Contact" List – paragraph [0022] – lines 3-10, i.e., subject matter identifier is included to differentiate among transactions "contacts" with the same client 12 (first customer)); and**

(c) when the first and/or second contact is related to another contact with the first customer, servicing the contact differently (**Fig. 1 – 50 (ASA) Agent Selection Application – paragraph [0024] – lines 1-6, i.e., related transaction "contact" is assigned to the same previously assigned agent**) than when the first and/or second contact is unrelated to another contact with the first customer (**Fig. 1 – 50 (ASA) Agent Selection Application – paragraph [0023] – lines 1-7, i.e., different subject matter transaction (unrelated contact) of the client 12 (first customer) may be assigned to different agent).**

Regarding claims 14 and 28, Hodson et al. teach the method further comprising, and the contact center wherein the selector is further operable to:

tagging the first and/or second contact/received contact with a number of related

previous contacts with the first customer **(paragraph [0040] – lines 1-3, i.e., tagged**

each continuing message as belonging to a particular transaction (contact), and

paragraph [0041] – lines 1-2).

Regarding claim 15, Hodson et al. teach the method wherein the servicing step

comprises:

when the first and/or second contact is related to a previous contact with the first

customer, at least one of (i) recording the first and/or second contact interaction to form

a transcript of the interaction, (ii) forwarding the first and/or second contact to a first

agent having a first skill, and (iii) activating quality monitoring **(Fig. 1 – 42 (TP)**

Transaction "Contact" Processor – paragraph [0031] – lines 1-6, i.e., transaction

(contact) file is opened to track time and agent effort to address client (customer)

concerns); and

when the first and/or second contact is unrelated to a previous contact with the.

first customer, not performing the at least one of (i) recording the first and/or second

contact interaction to form a transcript of the interaction, (ii) forwarding the first and/or

second contact to a first agent having a first skill, and (iii) activating quality monitoring

(Fig. 1 – 42 (TP) Transaction "Contact" Processor – paragraph [0031] – lines 1-6,.

i.e., transaction (contact) file is opened to track time and agent effort to address

client (customer) concerns but does not forwarding the file to the agent).

Regarding claim 22, Hodson et al. teach the method further comprising:

(e) receiving a third contact from a second customer to be serviced by one of the

plurality of agents (**Fig. 1 – 58 transaction (contact) list - paragraph [0024] – lines 1-**

3, i.e., third contact in contact (transaction) list from a second customer (client

13));

(f) retrieving agent profiles for a selected subset of the plurality of agents (**Fig. 1**

– 50 agent selection application – paragraph [0024] – lines 1-3, i.e., transaction list

(includes part of agent profiles), paragraph [0022] – lines 5-7)), and

(g) assigning one of the subset of agents to service the third contact based, at

least in part, on a comparison of the indicators corresponding to the agents in the

subset (**Fig. 1 – 50 agent selection application – paragraph [0024] – lines 4-6, i.e.,**

assigned third contact (new transaction) to the same previous assigned agent

(subset of agents)).

Regarding claim 27, Hodson et al. teach a contact center for servicing contacts,

comprising:

(a) an input operable to receive a contact from a first customer (**Fig. 1 – 42 (TP)**

Transaction "Contact" Processor – paragraph [0031] – lines 1-3), i.e.,

interchanges between client 12 (first customer) and agent); and

(b) a selector operable (i) to determine whether the received contact is related

toanother contact with the first customer (**Fig. 1 – 58 (TL) Transactions "Contact" List**

– paragraph [0022] – lines 3-10, i.e., subject matter identifier is included to

differentiate among transactions "contacts" with the same client 12 (first

customer)) and (ii) when the received contact is related to another contact with the first

customer, to service the received contact differently **(Fig. 1 – 50 (ASA) Agent**

Selection Application – paragraph [0024] – lines 1-6, i.e., related transaction

"contact" is assigned to the same previously assigned agent) than when the

received contact is unrelated to another contact with the first customer **(Fig. 1 – 50**

(ASA) Agent Selection Application – paragraph [0023] – lines 1-7, i.e., different

subject matter transaction (unrelated contact) of the client 12 (first customer) may

be assigned to different agent).

Regarding claim 29, Hodson et al. teach the contact center wherein the selector,

when the received contact is related to a previous contact with the first customer, at

least one of (i) records the received contact interaction to form a transcript of the

interaction, (ii) forwards the received contact to a first agent having a first skill, and (iii)

activates quality monitoring **(Fig. 1 – 42 (TP) Transaction "Contact" Processor –**

paragraph [0031] – lines 1-6, i.e., transaction (contact) file is opened to track time

and agent effort to address client (customer) concerns) and, when the received

contact is unrelated to a previous contact with the first customer, does not at least one

of (i) record the received contact interaction to form a transcript of the interaction, (ii)

forward the received contact to a first agent having a first skill, and (iii) activate quality

monitoring **(Fig. 1 – 42 (TP) Transaction "Contact" Processor – paragraph [0031] –**

lines 1-6, i.e., transaction (contact) file is opened to track time and agent effort to

address client (customer) concerns but does not forwarding the file to the agent).

Regarding claim 30, Hodson et al. teach wherein the contact center includes a

plurality of agents to service a plurality of contacts and further comprising:

(c) a repeat contact determining agent operable (**Fig. 1 – 42, i.e., transaction**

processor, paragraph [0031] – lines 1-3, i.e., functions to identify and track -

identifier "Re" indicates the same client "repeat contact") (i) to track, for each of

the plurality of agents over a selected time period (**Fig. 1 – 52, i.e., available agents**

list, paragraph [0026] – lines 3-5), a number of contacts serviced by the agent that are

related to a previous contact serviced by the agent (**Fig. 1 – 58, i.e., transaction**

"contacts" list, paragraph [0022] – lines 5-7, i.e., identifier " Re" for transactions

with the same clients "contacts that are related" – Fig. 1 – 12-14, i.e., clients

"contacts") and (ii) to maintain, for each of the plurality of agents, an indicator

indicating at least one of (a) a number of contacts, serviced by the corresponding agent

during the selected time period, that are not related to a previous contact serviced by

the agent (**Fig. 1 – 58, i.e., transaction "contacts" list, paragraph [0022] – lines 3-5**)

and (b) a number of contacts, serviced by the corresponding agent during the selected

time period, that are related to a previous contact serviced by the agent (**Fig. 1 – 58,**

i.e., transaction "contacts" list, paragraph [0022] – lines 5-7, i.e., identifier " Re"

for transactions with the same clients "contacts that are related" – Fig. 1 – 12-14,

i.e., clients "contacts").

Regarding claim 31, Hodson et al. teach wherein the determining agent is further

operable (iii), when a received contact of a first customer is serviced by an agent, to

receive from the servicing agent a subject matter identifier indicating a purpose of the

serviced received contact and **(paragraph [0040] – lines 3-5, i.e., servicing agent 20-**

22 provide contact "transaction" identification) (iv), when a later second contact is

received from the first customer, to compare a second subject matter identifier

associated with the second contact with the first subject matter identifier to determine

whether the received and second contacts are related **(paragraph [0040] – lines 5-8,**

i.e., subject matter identifier "Re" is used to identify contacts are related).

Regarding claim 36, Hodson et al. teach the contact center of claim wherein the

input is further operable to receive a second contact from a second customer to be

serviced by one of the plurality of agents and wherein the selector is further operable

(Fig. 1 – 58 transaction (contact) list - paragraph [0024] – lines 1-3, i.e., second

contact in contact (transaction) list from a second customer (client 13)) (iii) to

retrieve agent profiles for a selected subset of the plurality of agents **(Fig. 1 – 50 agent**

selection application – paragraph [0024] – lines 1-3, i.e., transaction list (includes

part of agent profiles), paragraph [0022] – lines 5-7)) and (iv) to assign one of the

subset of agents to service the second contact based, at least in part, on a comparison

of the indicators corresponding to the agents in the subset **(Fig. 1 – 50 agent selection**

application – paragraph [0024] – lines 4-6, i.e., assigned third contact (new

transaction) to the same previous assigned agent (subset of agents)).

Claim Rejections - 35 USC § 103

7.   The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all

obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

8.   Claims 11 and 25 are rejected under 35 U.S.C. 103(a) as being unpatentable

over Hodson et al. as applied to claims 1 and 13 above, and further in view of

McConnell et al. (U.S. Pub. No. 2005/0043986 A1).

Claim 11. A computer readable medium comprising executable instructions to

perform the steps of claim 1.

Claim 25. A computer readable medium comprising executable instructions to

perform the steps of claim 13.

Regarding claims 11 and 25, Hodson et al. disclose everything claimed as

applied above (see claims 1 and 13). However, Hodson et al. fail to specifically disclose

their invention is readily implementable as a computer readable medium comprising

executable instructions to perform the steps of claim 1 and 13. Although Hodson et al.

teach the use of many processors in their method and apparatus (Hodson et al. - Fig. 1

42-64 (TP) Transaction Processor, (RP) Repeat Processor, (MP) Measurement

Processor, etc.).

In the same field of endeavor, McConnell et al. disclose a method and system for

selecting an agent to service a contact at a contact center, a software-implemented

method includes an algorithm that manage agent-selection process according to

variations in call volume (McConnell et al. – paragraph [0016]), and derive the metrics

for agent's performance evaluation (McConnell et al. – paragraph [0017]-[0019]). The

advantage of McConnell's invention is all of the computations related for selecting an

agent to receive a contact are stored on a single computer readable medium and

executed by a single microprocessor (McConnell et al. – paragraph [0079] – lines 14-

17).

Therefore, it would have been obvious to person of ordinary skill in the art at the

time the invention was made to provide Hodson et al. with an article, comprising: a

computer readable medium comprising executable instructions to perform their steps of

method for tracking a contact service by an agent in a contact center.

Conclusion

9.   The prior art made of record and not relied upon is considered pertinent to

applicant's disclosure.

Fisher et al. (U.S. Patent No. 6,553,114) teach a system for automatically routing

calls to call center agents.

Lim et al. (U.S. Patent No. 6,574,599) teach speech recognition based method for contact center.

Coles et al. (U.S. Pub. No. 2004/0008828 A1) teach a system using speech recognition to retrieve information in a call center.

Scherer (U.S. Patent No. 7,215,744) teaches a system performs call processing with call screening.

Boyer et al. (U.S. Pub. No. 2003/0177017 A1) teach a method for customer relationship management in contact center.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Khai N. Nguyen whose telephone number is (571) 270-3141. The examiner can normally be reached on Monday - Thursday 6:30AM - 5:00PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Alexander Eisen can be reached on (571) 272-7687. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the

Patent Application Information Retrieval (PAIR) system. Status information for

published applications may be obtained from either Private PAIR or Public PAIR.

Status information for unpublished applications is available through Private PAIR only.

For more information about the PAIR system, see http://pair-direct.uspto.gov. Should

you have questions on access to the Private PAIR system, contact the Electronic

Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a

USPTO Customer Service Representative or access to the automated information

system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

Alexander Eisen
SPE
Art Unit 2609

KNN
07/26/2007